

02-19-02

EU189967872US A

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Docket No. AUS920011019US1

Date: 2-14-02

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

Transmitted herewith for filing is the patent application of Inventors:

ALEXANDER DRUYAN, DONALD A. JAMES, CHING YU CONRAD LO,
ARSALAN K. LODHI, FABIAN F. MORGAN, SANDRA JUNI SCHLOSSERFor: "A Method and System for Managing Service Requests Across Multiple Systems"ASSIGNEE NAME: INTERNATIONAL BUSINESS MACHINES CORPORATION
ASSIGNEE RESIDENCE: ARMONK, NEW YORK

Enclosed are also:

- ☒ 15 Pages of Specification including an Abstract
☒ 6 Pages of Claims
☒ 5 Sheet(s) of Drawings (Informal)
☒ A Declaration and Power of Attorney
☒ Form PTO 1595 and assignment of the invention to IBM Corporation

CLAIMS AS FILED

FOR	Number Filed	Number Extra	Rate	Basic Fee (\$740)
Total Claims	28 - 20 =	8	X \$18 =	\$144.00
Independent Claims	5 - 3 =	2	X \$84 =	\$168.00
Multiple Dependent Claims			X =	\$
Total Filing Fee				= \$1052.00

- ☒ Please charge \$1052.00 to IBM Corporation, Deposit Account No. ~~09-0447~~ 09-0447
☒ The Commissioner is hereby authorized to charge payment of the following fees associated with the communication or credit any over payment to IBM Corporation, Deposit Account No. 09-0447. A duplicate copy of this sheet is enclosed.
☒ Any additional filing fees required under 37 CFR § 1.16.
☒ Any patent application processing fees under 37 CFR § 1.17.

Respectfully,

David Mims, Jr.

David A Mims, Jr.

Reg. No. 32,708

Intellectual Property Law Department

IBM Corporation

11400 Burnet Road 4054

Austin, Texas 75758

Telephone: (512) 823-0950

J1017 U.S. PTO
10/076362
02/14/02J1048 U.S. PTO
02/14/02

10036363-024402